

**Quality of Life Surveys for Medicaid Long Term Services and Supports
Participants
Solicitation No: MDH OPASS-20-18375
eMMA#BPM015767
October 7, 2019**

RFP Questions and Answers Part 3

1. **Question:** When will the sample be pulled (monthly, quarterly, or annually)?
Answer: Monthly
2. **Question:** How will the sample be transmitted to the vendor?
Answer: The Hilltop Institute at the University of Maryland, Baltimore County will transfer the sample via File Transfer Protocol (FTP).
3. **Question:** Will interviewers be allowed to enter survey directly in LTSS during the interview instead of completing in some other form and then entering the data in LTSS?
If yes and an internet connection is not available, what provisions are available for completing the interviews in an offline mode for upload when an internet connection is available?
Answer: Yes. There is no offline version of the survey. LTSS is a cloud-based system and requires the Internet to access.
4. **Question:** What is the expected timing between the initial contact letter and the follow-up letter?
Answer: The State has not specified a timeline in the RFP. The Offeror may suggest a timeline in its proposal.
5. **Question:** Does LTSS provide a mechanism for documenting calls to potential interviewees or is the vendor expected to document the calls outside of the LTSS system?
Answer: The Contractor should document calls outside of LTSS.
6. **Question:** Does LTSS provide the ability for the vendor to manage interviewer roles and assignments?
Answer: The State has established roles for the Contractor, which include an administrator role. This role should have the ability to manage the profile of those with an interviewer role.

7. **Question:** The disaster recovery requirements are unnecessarily onerous and unachievable for most, if not all potential vendors. Given that the work required is to conduct field interviews using the LTSS system, it is unreasonable to require the vendor to maintain more stringent that the state can for the LTSS system.
Will MDH reconsider the disaster recovery requirements and other data requirements is an appropriate alternative is provided?
Answer: Please provide the specific section of the RFP to which you are referring and identify which elements of that section feel unnecessarily onerous.
8. **Questions:** Does the LTSS system have a disaster recovery platform that meets the requirements stated in the RFP?
Answer: Yes. The disaster recovery requirements are standard to contracts with the State.
9. **Question:** The response in item 7 states, "...The contractor is responsible for ensuring that no data collected is lost," is unclear. Are you referring to all LTSS survey data collected for the duration of the contract or just data collected that has not been recorded and accepted into LTSS?
Answer: The sentence refers to all survey data collected for the duration of the Contract. If the Contractor collects survey data directly in LTSS, the Contractor is responsible for retaining a copy of data entered to ensure the data are recoverable.
10. **Question:** From the response 7 on RFP answers Part 2, it sounds like the vendor is responsible for maintaining a shadow system to mirror LTSS essentially keying the survey twice. Is that the intention?
If the vendor is required to maintain a shadow system, is there a mechanism for uploading the survey data instead of rekeying it?
Answer: As indicated above, the intention is to ensure no survey data is lost. The Contractor has the discretion to enter survey data directly into LTSS and retain a copy of the data or collect data electronically or via paper and then enter it into LTSS. The State agrees that it would be ideal for data to be uploaded directly to LTSS, but unfortunately, that functionality is not part of the current system.
11. **Question:** If that is not the intention, can the contractor propose an alternate, cost effective mechanism to ensure the data are recoverable?
Please let me know if you require clarification on our questions.
Answer: As indicated above, the intention is to ensure no survey data is lost. The Contractor can propose any mechanism they wish to ensure the data are recoverable.
12. **Question:** If we are reading this correctly, you are requesting surveys to be done 1 on 1 in person with the patient correct?
Answer: Yes, all surveys should be conducted in-person at the participant's home or another location designated by her/him.

13. **Question:** Is the vendor responsible for obtaining/maintaining IRB approval?
Answer: Please check 2.3.3.1 Pre-Survey work, which states: "The contractor shall comply with all aspects of the study protocol as developed by the Department and approved by the Department's Institutional Review Board." If applicable, the Contractor should obtain approval from its IRB as well.
14. **Question:** Is there flexibility in randomization methods of the participants (assuming IRB approves)?
Answer: No. The Contractor shall accept sample data without any other randomization. The Hilltop Institute will extract the sample and transfer to the Contractor via File Transfer Protocol (FTP).
15. **Question:** Any lessons learned from the last couple administrations of the survey?
Answer: Telephonic administration of the survey has not been successful and data collection is needed outside of standard business hours.
16. **Question:** Who is the incumbent for this work?
Answer: There is no incumbent for this work. The State is administering the surveys internally.
17. **Question:** What is the expected contract value?
Answer: The expected contract value cannot be disclosed by the Department.
18. **Question:** Would the State consider a time extension considering the relatively short time between the answers to questions and the current RFP due date?
Answer: The State extended the due date for receipt of proposals to October 18, 2019 at 2:00 p.m.
19. **Question:** Would the Department consider approaches that incorporated multi-mode data collection methods?
Answer: If the intention of this question is to inquire if the State is interested in collecting data beyond that obtained through the survey, the answer is not at this time. If there is another intention, please clarify.
20. **Question:** Is there any kind of methodology reports for this survey that the Department could share?
Answer: Please clarify what is meant by "methodology reports."
21. **Question:** Approximately what percentage of the completed surveys is the Department expecting to be completed by proxy respondents each year?

Answer: We have not yet analyzed data from previous surveys so we are unable to provide the percentage of previous proxies; however, of the surveys completed since July 1, 2019, approximately half were completed with a proxy.

22. **Question:** What is the contract start date?

Answer: The anticipated contract start date is 4/1/2020.

23. **Question:** Can the MBE be in process of getting their certification from Maryland?

Answer: No. The MBE must be fully certified at the time of submission.

24. **Question:** Could we use a DBE-certified firm to meet the 10% MBE requirement?

Answer: No. DBE are not counted toward the MBE goal.

25. **Question:** What quality of life tool is the Department planning to use for this effort, for example CAHPS, HCBS, or something else?

Answer: The Quality of Life Survey developed by Mathematica Policy Research, Inc. for use in the Money Follows the Person (MFP) demonstration grant.

26. **Question:** Does the LTSSMaryland system capture survey disposition (i.e. refusal, complete, no answer, etc.) as well as survey response data?

Answer: No.

27. **Question:** Of the approximately 13,000 sample members, what percentage may have been included in the previous sample?

Answer: We have not generated the sample for the Contractor so we do not know the percentage of participants in that sample that have appeared in previous samples.

28. **Question:** Has the Department ever offered any incentives to survey respondents for this survey? If so, what was the incentive offered?

Answer: No.

29. **Question:** On page 3, Section 2.2.5 A, the RFP states that Appendix 5 includes a detailed projection of the number of participants per program and region in the next five (5) years. Appendix 5 (page 178) does include the number of participants per program, but do not provide the region information. Can the Department provide an updated Appendix 5 with the region information appended?

Answer: See the table below for a projection by jurisdiction.

Jurisdiction	CFC	CO	CPAS	ICS	Total
Allegany	172	55	21	0	248
Anne Arundel	331	208	19	2	560
Baltimore	1118	744	70	4	1936
Baltimore City	1854	884	171	3	2912
Calvert	64	27	5	1	97
Caroline	85	31	6	0	122
Carroll	77	83	7	0	167
Cecil	121	59	4	1	185
Charles	158	104	7	3	272
Dorchester	60	39	9	0	108
Frederick	142	48	8	0	198
Garrett	87	25	9	1	122
Harford	251	69	12	0	332
Howard	414	194	17	1	626
Kent	19	25	2	0	46
Montgomery	1899	485	98	7	2489
Prince George's	825	421	31	5	1282
Queen Anne's	19	25	3	0	47
Somerset	60	37	5	0	102
St. Mary's	53	30	9	1	93
Talbot	37	9	5	0	51
Washington	108	44	8	1	161
Wicomico	151	75	7	1	234
Worcester	54	47	4	0	105
Grand Total	8159	3768	537	31	12495

30. **Question:** On page 5 of 178 in Section 2.3B, the RFP states “the Contractor shall complete each month approximately one-tenth of the total number of surveys needed annually.” Would the Department consider a shorter field period for the QOL survey?

Answer: Yes. The Contractor is allowed to collect more than one-tenth of the total number of surveys needed annually each month, but may not collect less than that.

31. **Question:** On page 6, Section 2.3.3.2, item F states that the contractor should obtain informed consent and “secure necessary signature”. Would the Department allow implicit informed consent with electronic confirmation as opposed to a physical signature?

Answer: A signature will need to be captured on the consent form, but that signature could be electronic.

32. **Question:** Page 43 of 178, item no. 1, states: “*The Offeror shall address each RFP requirement (RFP Section 2 and Section 3) in its Technical Proposal with a cross reference to the*

requirement and describe how its proposed goods and services, including the goods and services of any proposed subcontractor(s), will meet or exceed the requirement(s)."

Please confirm whether offerors are to address Section 3 as whole in its response, or if offerors are to address each item under Section 3 individually.

Answer: Offerors are to address each item under Section 3 individually.

33. **Question:** On page 44, Section 5.3.2 G, number 3, the RFP requires that the bidder "Include letters of intended commitment to work on the project, including letters from any proposed subcontractor(s)." Do staff members from the contractor need to submit letters of commitment, or is the transmittal letter committing the organization as a whole sufficient?

Answer: The transmittal letter is sufficient for the organization staff intended to work on the project. The letters of intended commitment to work on the project from proposed subcontractors is required.

34. **Question:** On page 157 of 178, *Appendix 3- Labor Resume Form*, bidders are required to list employment references. Please clarify if this is to be past supervisors or past human resource teams that can confirm employment.

Answer: Revision to RFP -This solicitation does not require Appendix 3- Labor Resume Labor Classification Personnel Resume Summary. See Addendum # 3.

35. **Question:** On page 157 of 178, *Appendix 3- Labor Resume Form*, bidders are instructed to enter the labor category name for proposed personnel. The instructions reference Section 2.5.4, but there is no Section 2.5.4 in the RFP.

Please provide guidance on the labor category titles the bidder is to use in the Labor Resume as well as the appropriate education, experience and duty requirements mentioned in the same table.

Answer: Revision to RFP -This solicitation does not require Appendix 3- Labor Resume Labor Classification Personnel Resume Summary. See Addendum # 3.